

# Service Bulletin

Mazda North American Operations  
Irvine, CA 92618-2922



# MAZDA

© 2014 Mazda Motor of America, Inc.

<b>Subject:</b>  WHINING NOISE FROM AUTOMATIC TRANSAXLE	<b>Bulletin No:</b> 05-004/14
	<b>Last Issued:</b> 03/19/2014

## BULLETIN NOTE

- This bulletin supersedes the previous bulletins 05-004/14 issued on 03/05/14 and 03/19/14. The DESCRIPTION has been revised.

## APPLICABLE MODEL(S)/VINS

2012-2014 Mazda3 with VINS lower than JM1BM1K73E1144608 (produced before November 11, 2013)

2013-2014 CX-5 with VINS lower than JM3KE2BE3E0415164 (produced before November 11, 2013)

2014 Mazda6 with VINS lower than JM1GJ1U60E1158307 (produced before November 12, 2013)

## DESCRIPTION

Some customers may complain of a whining noise from the automatic transaxle when driving at 10 mph and above. The noise:

- Depends on the vehicle's speed only (the more speed, the more noise)
- Occurs with all types of driving (acceleration, deceleration, steady speed)
- Does not depend on rpm, gear, or ATF temperature

Customers having this concern should have their vehicle repaired using the following repair procedure.

## REPAIR PROCEDURE

1. Verify customer concern.
2. Replace the 6AT assembly with a new one according to MS3 online instructions or Workshop Manual section 05-17.
3. Verify repair.

**CONSUMER NOTICE:** The information and instructions in this bulletin are intended for use by skilled technicians. Mazda technicians utilize the proper tools/equipment and take training to correctly and safely maintain Mazda vehicles. These instructions should not be performed by "do-it-yourselfers." Customers should not assume this bulletin applies to their vehicle or that their vehicle will develop the described concern. To determine if the information applies, customers should contact their nearest authorized Mazda dealership. Mazda North American Operations reserves the right to alter the specifications and contents of this bulletin without obligation or advance notice. All rights reserved. No part of this bulletin may be reproduced in any form or by any means, electronic or mechanical---including photocopying and recording and the use of any kind of information storage and retrieval system ---without permission in writing.

**PART(S) INFORMATION**

**NOTE:** SKYACTIV transaxle replacement requires MASH authorization. Complete the "Automatic Transmission Ordering" online (through MX Connect -> Service -> Support -> DAG), then contact MASH for approval with the Technical Assistance Hotline Reference Number.

Description	Vehicle	Engine	Part Number	Qty.	Notes
6AT SKYACTIV Assembly	2012-13 Mazda3	PE (2.0L)	FWK1-03-000	1	
	2013 CX-5 (2WD)	PE (2.0L)	FWL1-03-000		-9/6/2012
	2013 CX-5 (4WD)	PE (2.0L)	FW7A-03-000		w/out kickdown switch
	2013 CX-5 (2WD)	PE (2.0L)	FWLC-03-000		9/7/12-11/19/12
	2013 CX-5 (4WD)	PE (2.0L)	FW78-03-000		w/ kickdown switch
	2014 CX-5 (2WD)	PE (2.0L)	FWL7-03-000		
	2014 CX-5 (4WD)	PE (2.0L)	FW7F-03-000		
	2014 CX-5 (2WD)	PY (2.5L)	FWH4-03-000		
	2014 CX-5 (4WD)	PY (2.5L)	FW7L-03-000		
	2014 Mazda6	PY (2.5L)	FWH3-03-000		w/out i-ELOOP
			FWH9-03-000		w/ i-ELOOP
	2014 Mazda3 (VIN JM1)	PE (2.0L)	FWB2-03-000		
	2014 Mazda3 (VIN JM1)	PY (2.5L)	FWH1-03-000		
	2014 Mazda3 (VIN 3MZ)	PE (2.0L)	FWT6-03-000		

## WARRANTY INFORMATION

### NOTE:

- This warranty information applies only to verified customer complaints on vehicles eligible for warranty repair.
- This repair will be covered under Mazda's Powertrain Limited Warranty term.
- SKYACTIV transaxle replacement requires MASH authorization. Contact MASH at 888 832-8477, option 2, to obtain prior authorization.
- Additional diagnostic time cannot be claimed for this repair.

Warranty Type	A
Symptom Code	82
Damage Code	9G
Part Number Main Cause	****-03-000*
Quantity	1
Operation Number / Labor Hours:	XXK23ARX / 4.5 Hrs. (2014 Mazda3 and Mazda6) XXK23BRX / 4.4 Hrs. (2012-2013 Mazda3) XXK23CRX / 4.8 Hrs. (CX-5 2WD) XXK23CRX / 6.8 Hrs. (CX-5 4WD)